

Terms and Conditions for Topaz Natural Pet Products

All terms and conditions active beginning 01-May-2006

Ordering:

1. There will be a 20% restocking fee charged for all items returned for any and all reasons not directly caused by Topaz Natural Pet Products or listed under number 2 as reason for approval authorization. This includes any and all products already delivered but unused such as mis-orders and over-orders.
2. All returns must be approved before they will be authorized for refund or credit towards your account. Approval will be offered for the following reasons only:
 - Product is not expired but is stale or otherwise "bad"
 - Product is expired or near expiration (if this is the case you must prove that you ordered the product within the last 2 months)
 - Product made pet ill
 - Pet refused to use product
 - Product's package was damaged (the driver will assess if package is damaged to the point of requiring trade, refund or credit)

Note: Products will not be credited if it appears they were tampered with to fit in the standards to authorize approval for trade, refund or credit. Instead they will be treated as a return and a 20% restocking fee will be charged.

Note: All returns for trade, credit or refund must be accompanied by receipt from customer with complaint or a copy of invoice from which the product was originally ordered.

3. All orders must be in by 8pm on your order day (2 days before your delivery day). Up to 10 items (and not to exceed 10 items) can be added to your order by 8am on the day of your delivery. (There is no guarantee that product will make it onto your order to be delivered) If you are unsure of your order or delivery day please call for verification.
4. Samples will be delivered by request only. Please specify the type and number of samples needed for one full week.

Credits:

5. No credits will be offered the week of a delivery (except if Topaz Natural Pet Products accidentally charged for a product that was not delivered). All returns, credits, refunds, etc will be credited on the following week's invoice only.

Delivery charges:

6. Orders of \$1000.00+ will have a _____ delivery charge
Orders of \$500.00-\$1000.00 will have a _____ delivery charge
Orders of \$200.00-\$500.00 will have a _____ delivery charge
Orders of \$75.00-\$200.00 will have a _____ delivery charge

No deliveries will be made for orders of less than \$75.00

A 5% discount will be offered for customers interested in picking up their own orders at the warehouse. Picked up orders must exceed \$_____

Billing:

7. :

- Outstanding bills must be paid within 30 days of delivery.
- After 30 days of outstanding payment not received we will no longer deliver to you until payment is made.
- After 2 episodes of failure to pay within 30 days you will be placed on a probationary pre-payment only for 6 months.
- After 60 days of failure to pay we will send your outstanding bill to collections.
- There will be a non-negotiable \$40.00 charge implemented for all bounced checks.

Topaz products can be ordered via our website, mail, fax or phone. Repeat orders may also be submitted via email. Please see our contact information below for all order methods.

Orders are normally delivered within 2 working days. The appropriate shipping charge will be added to your order total.

We can accept payment via Visa, Mastercard, American Express, Discover, Check or Money Order. Checks and Money Orders will be collected upon delivery. Credit and Debit Cards will be authorized for full payment the day of delivery. If delivery is via mail-order, we will ship your products as soon as we receive payment.

If you are not completely satisfied with your purchase, please let us know and we will try to put things right or arrange an exchange or refund. Sorry, shipping charges are not refundable.

Contact us:

Topaz Natural Pet Products
1280 47th Ave
Judy and Melvin Hessner
Denver, CO 80211
Phone: 303-477-7793
Fax: 303-477-4244
Email: judy@topaznaturalpet.com
Website: www.topaznaturalpetproducts.com

I, _____ (*Printed Name of Owner*)
from _____ (*Store Name*) **have read,**
understand and agree to the above terms and conditions.

Signature: _____

Date: _____